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CO-SPONSORED BY THE STATE LIBRARIES OF ILLINOIS, INDIANA, AND MISSOURI, THIS STUDY WAS UNDERTAKEN TO DETERMINE THE POTENTIAL OF STATE LIBRARIES IN THE EXPANSION OF THEIR ROLE AS COLLECTORS AND DISTRIBUTORS OF LIBRARY STATISTICS ON A REGIONAL AND NATIONAL SCALE, AND TO OBTAIN SOME IDEA OF THE USES AND USERS OF CURRENTLY PUBLISHED STATISTICS AS INDICATORS OF THE FUTURE ROLE AND SCOPE OF STATE GENERATED STATISTICAL COMPILATIONS. DATA COLLECTED FROM PUBLISHED SOURCES, CORRESPONDENCE AND INTERVIEWS WITH LIBRARIANS IN THE THREE STATE LIBRARIES, AND QUESTIONNAIRE-CHECKLISTS SENT TO OVER 400 PUBLIC LIBRARIANS LED TO THE RECOMMENDATIONS THAT (1) THE STATE LIBRARY GIVE PRIORITY TO COLLECTING AND REPORTING STATISTICAL INFORMATION FOR PUBLIC LIBRARIES ONLY, (2) STATE LIBRARIANS INVESTIGATE THE POSSIBILITY OF A NATIONAL SYSTEM FOR PUBLIC LIBRARY STATISTICS, (3) THE STATE LIBRARIES PUBLISH SALARY STATISTICS, (4) THE STATE LIBRARY PREPARE INDEXES FOR VARIOUS SERVICES AND ACTIVITIES ON STATE-WIDE DATA, (5) THE STATE LIBRARY CONCENTRATE ON PRESENTING IN DETAIL STATISTICS IN "EXTREMELY USEFUL" AREAS, AND (6) THE STATE LIBRARY ESTABLISH A POSITION OF RESEARCH AND STATISTICS CONSULTANT. THIS DOCUMENT IS AVAILABLE FREE ON REQUEST FROM THE ILLINOIS STATE LIBRARY, CENTENNIAL BUILDING, SPRINGFIELD, ILLINOIS, 62706. (AUTHOR/CC)

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A COMPARATIVE STUDY OF THREE STATES

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Research Series No. 12

LIBRARY STATISTICS AND STATE AGENCIES: A COMPARATIVE STUDY OF THREE STATES

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The study reported here was done at the Library Research Center, University of Illinois, through grants from the Illinois State Library, Indiana State Library, and Missouri State Library.

Paul Powell
Secretary of State
and State Librarian

Illinois State Library
Springfield, Illinois
April, 1968

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Needless to say, the interpretations, conclusions and recommendations reported are the complete responsibility of this author.

James Krikelas

Madison, Wisconsin
February, 1968

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CHAPTER I

BACKGROUND AND DEVELOPMENT OF THE STUDY

In many ways the library profession displays an almost schizophrenic attitude towards library statistics. The statement made by Robert Shaw in 1912 seems equally appropriate 55 years later:

> Malign statistics as he will, every librarian scans none the less eagerly the results of the annual circulation; if a material gain is apparent, he reports to his board that the library is doing efficient work as amply shown by popular interest; if he finds none he inveighs against the alleged science of statistics as a constant deceit and snare.[1]

Even the most casual review of the literature of librarianship would reveal that this attitude still exists among a few librarians. Nevertheless, there has been a continued growth of interest in statistical description of library activities and services in the past 90 years. This interest has resulted in a proliferation of agencies collecting and publishing such data as well as an increase in the variety of data collected.

Almost as numerous as the publishers of statistics and the types of data collected have been the criticisms of them and suggestions for improvement. Persistent issues relating to library statistics include the problem of establishing a uniform statistical report form applicable to all types of libraries. Another perennial problem has centered around the lack of comparability of the statistical categories currently used to report library activities, which is attributable to absence of universally accepted definitions or methods of measuring such activities. Closely associated with this latter problem has been the almost endless discussion of the meaninglessness of the data that is reported.

Despite the voluminous quantity of literature devoted to a discussion of these problems, there seems to be little prospect for solution. Certainly Carnovsky's criticism of registration statistics,[2] Rothstein's account of the shortcomings in measuring reference work,[3] or Rutherford Rogers' indictment against circulation counts are as pertinent today as when they were written.[4] Even more perplexing is the seemingly unresolved question of the measurement of library collections; such efforts have produced three legitimate and valid methods, depending on one's definitions and intent.[5]

The frustrated efforts of various professional committees to solve the problem of a uniform report form have been summarized elsewhere and need not be repeated.[6] The attempt to establish some meaningful and consistent definitions has continued, and the Statistics Coordinating Project's Library Statistics can be considered only the latest, rather than the end, of such efforts.[7] While it may be premature to judge the effectiveness of the "Handbook" in meeting its intended purposes, there are certain indications that not all the problems have been solved. The reason for this is that meaningfulness does not necessarily follow from mere definition of a statistical category.

An interesting approach to standardizing library statistics was offered by Frank Schick in 1963. Writing on a proposed national network (or data-flow) of statistics collecting, he wrote:

> The coordination of state and national surveys will bring about the standardization of statistics by providing for comparability between various types of libraries, between states, and between all libraries within each state.[8]

It is extremely doubtful that the establishment of such a network would automatically result in meaningful and comparable statistics. On the other hand, the attempt to develop such a network would probably provide the impetus for a more extensive investigation of the whole problem.

Schick, then at the Office of Education, presented a proposal not unlike that of one of his predecessors. In 1946, Ralph Dunbar, addressing the National Association of State Libraries, proposed that the states assist the federal agency in securing statistics. He suggested that they adopt a common report form for state library statistics and that the data collected become part of the information being collected by the U.S. Office of Education through the Library Services Division.[9] It seemed only natural that these agencies, the U.S. Office of Education and the individual state libraries, should cooperate in the creation of a national network since they represent two of the major sources of published library statistics.

The Role of the State Library

Thompson has recorded that there have been three major producers of library statistics: (1) nongovernmental agencies (principally professional library organizations), (2) the federal government (and in particular the U.S. Office of Education), and (3) a variety of state agencies.[10] The importance of the state as a compiler of library statistics has developed to the point that of 156 statistical compilations cited in a 1961 bibliography, 112 (almost 72 percent) were confined to single states and were the work of state library agencies or state departments of education.[11] A summary of statistics published by states showed that for some (for example, Massachusetts, Maine, New Hampshire, Vermont, and Wisconsin) the collection of such information actually predates the twentieth century.[12] By the mid-1960's every state but one (Hawaii) indicated that it was publishing statistics of some libraries, primarily public.[13]

Not only has the state library agency become a major producer of statistical information, but its potential role in a coordinated nation-wide network has become a central factor. Within the past 30 years, the different "standards" for service have made explicit this ever-increasing responsibility. The various editions of the American Library Association's The

State Library Agency, published at intervals in the late 1930's and early 40's, contain a relatively limited statement of responsibility:

> To collect statistics and other facts on the status of libraries and to compile and publish reports and bulletins.[14]

The state library's nation-wide role was expressly stated a few years later in the revised version of The Role of the State Library:

> The collection, compilation and publication of significant statistics from all the libraries in the state is another general service of the state library. This work is closely integrated with the collection of library statistics on a national scale.[15]

The two concepts of total library coverage (within each state) and national coordination were explicitly stated in the 1963 Standards:

> The state should gather and publish annual statistics on libraries in the state--public, school, academic, special, and including state library agencies themselves--and should provide central information about library resources of the state.
>
> The annual statistics gathered by the several states should be designed to provide a common core of data among the states and for the nation.[16]

The advantages of centralized collection and dissemination (through a coordinated national program) are readily apparent. In fact, the prototype of such a network has been in existence for a number of years. Some of the U.S. Office of Education statistical report forms were formerly distributed through the state agencies to public and academic libraries.[17] With the reorganization of the Office of Education in 1966 and an apparent new emphasis on program evaluation on the part of the National Center for Educational Statistics (NCES), some difficulties are developing. The "Higher Education General Information Survey," report form for academic institutions (including libraries), was distributed by the Office of Education in 1967 directly to the institutions, thus by-passing the state agency completely.[18] The same will apparently be true for the proposed survey of other types of libraries. This trend seems to be developing in spite of the fact that, when state agencies were utilized in previous surveys (especially for the distribution of the academic library report form), there was a sharp increase in the number of returns.[19]

Even if the data collected by the federal agency is reported back to the states in unedited form, this may result in certain difficulties. In such a "network," the state agency is a recipient of the information after the fact and has no way of obtaining any additional information without resorting to the use of another questionnaire. At the National Conference on Library Statistics, held in Chicago in June, 1966, it was implied that part of the trouble may be with the state agency. In many cases these agencies may not have the personnel or the money to act as either a collecting or a coordinating agency. Furthermore, their relationship with special libraries is rather loose, if not completely non-existent.[20]

Whether these criticisms are valid or not is difficult to say. An examination of a number of state-produced statistical compilations indicates that the scope of the statistics collected varies. Most states limit their reporting to statistics of public libraries in the state; some include other non-public libraries. Whether this is due to some legal limitation, to a lack of interest on the part of the state agencies in non-public libraries, or to a lack of personnel within the state agency, is difficult to determine. Further, investigation of some state agency surveys produces no additional information on what is done and why. Surveys such as those undertaken in Texas (1940),[21] New York (1947),[22] Illinois (1952),[23] and Missouri (1961)[24] either do not discuss the statistics-collecting activity or give only passing notice to the fact that such data are collected.

It seemed appropriate, therefore, that a study be undertaken to determine, through examination of the internal organization of the statistics-collecting activities of the state agencies, whether these agencies are presently capable of a program of national coordination. Such a study, however, could not be made without giving some consideration to the potential usefulness of the data now collected. It was considered that the possible difficulty in establishing a national network may be due to an incompatability of needs of each state (and the federal agency) rather than to a problem of state-level management and operations.

The Uses of Library Statistics

Given the amount of literature devoted to the subject of library statistics, there is a surprising dearth of studies which attempt to ascertain the usefulness of such information. Bentz, in 1954, sent a questionnaire to academic libraries to solicit information about "the clarity, the adequacy of coverage, and the usefulness" of the ACRL statistics collected at that time.[25] A similar survey was undertaken by Frarey in 1956 to determine "what kinds of cataloging statistics librarians believed to be important."[26] Although the committee designated to make the study was discontinued with the reorganization of the American Library Association, the results of this survey were reported by Warren and Barnard in 1957.[27] Another survey concerning statistics of reference work was reported by Poundstone in 1957. In this latter study, members of the Louisville Public Library attempted to obtain information about "the statistical measures of reference service used by representative libraries" in cities with a population of 100,000 or more, rather than to survey the uses of statistics published by any particular agency.[28] The absence of user surveys limits the knowledge the producing agency might have about who uses what statistical information. Yet the assumption that library statistics are used is not too difficult to make, judging from the popularity of the subject in the professional literature.

One group of users and their source of information has been identified by Bunge in his survey of statewide library surveys:

> By far the most common source of facts is the information, largely statistical, collected and published by state library agencies, usually from annual reports submitted by the libraries of the states. To one degree or another almost every survey depends on such data.[29]

Although the library surveyor may indeed be an important user of library statistics, it would seem likely that the library administrator is actually or potentially, by sheer numbers alone, the major consumer of published statistical information. Yet this very group seems to have been studied least of all.

Objectives and Scope of This Study

In view of the conspicuous absence of information to indicate who uses what statistical data, an analysis of the statistics-gathering activities of state libraries could be made meaningful only if the study also determined to what extent and for what purpose state-produced library statistics are utilized. The original objectives of this study were two-fold:

> (1) to determine the potential of state libraries in the expansion of their role as collectors and distributors of library statistics on a regional and national scale, and
>
> (2) to obtain some idea of the uses and users of currently published statistics as an indicator of the future role and scope of state-generated statistical compilations.

This study was undertaken with two important limitations imposed by practical and economic considerations. The survey, first, covered the statistics-collecting activities of three state library agencies--Illinois, Indiana, and Missouri. The survey of users was also, logically, restricted to these three states. While the three cannot be considered to be "representative" in a statistical sense (that is, randomly selected from all the agencies in the country), there is no reason to believe that they represent any extremes in respect to breadth of activity or scope of interest. Some comparison between the three states and the "national picture" is made in the succeeding chapter.

The second limitation regards the concentration of the user survey on public libraries and the predominant discussion based on the public library data being collected. While the standards specify that the state agency should be responsible for all types of libraries, the majority of state library agencies have been concerned primarily with statistics for public libraries. It was assumed, therefore, that the collection of such data represents the highest level of proficiency and sophistication. It would seem logical that any shortcomings in this program of statistics-collecting would be equally applicable to other types of library data.

It should be noted that in this study the term "public library" is used in its broadest sense. It has been applied equally to libraries serving the smallest village as well as to those libraries serving cities, counties, or multi-county regions. When necessary, the phrase "non-tax supported" has been used to indicate a public library whose major income derives from sources other than the governmental unit it is serving.

Sources of Data

The data reported in this study have been secured from three basic sources. Much of the information has been obtained from the various published sources cited, including the publications of the state agencies concerned. The generalized statistics-collecting activities reported in Chapter II are based on information collected through correspondence and personal interviews with various members of the state libraries of Illinois, Indiana, and Missouri. A questionnaire-checklist, circulated to over 400 public library administrators in the three states, provided the third source of data. The sampling procedure, the response rate, and analysis of the data relative to the user survey are reported in detail in Chapter III. The questionnaire has also been reproduced in the Appendix to this report.

A specific nation-wide program of statistics-collecting activities does not exist. Theoretically, however, any national program would require the collection of statistical information from all types of libraries--as outlined in the 1963 Standards. The data should be comprehensive for each type of library, and the handbook, Library Statistics, has been used as a guide. A coordinated program would also assume that the data is collected at approximately the same time of the year and that sufficient personnel and time are available to conduct the work. Finally, and most importantly, the data collected must be meaningful; that which is reported should also be useful. It may seem, in some ways, that an evaluation based on a hypothetical, non-existent system is a mere academic exercise. The value of such a frame of reference, however, is that it represents a concrete goal that might be attained. If the requirements to meet such a goal are unrealistic, then it is important to re-evaluate the goals.

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CHAPTER II

STATISTICS-COLLECTING ACTIVITIES OF THE THREE STATES

One of the objectives of this study was to determine the potential of state libraries for expanding their present role as collectors and distributors of library statistics into a coordinated regional or national network. To accomplish this objective, it was first necessary to determine the nature of the current program of statistics-collecting activity in each of the selected agencies. The purpose of this chapter is to describe the present method of gathering information and the various types of data now collected and reported.

Administrative and Governmental Form of the Three Agencies

Monypenny has identified seven functions performed by one or more agencies in each state. These are: (1) maintenance of a general circulation collection, (2) operation of a general reference collection, (3) providing consultant or developmental services, (4) management of an archival and records program, (5) legislative reference and research services, (6) maintenance of a law collection, and (7) maintenance of a historical collection. He also notes that the administrative arrangement for providing these services may range from that of a single agency responsible for all seven services to that of a "diffused administrative responsibility for library functions with all, or nearly all, functions handled by separate agencies."[1]

Neither Indiana, Illinois, nor Missouri represent either extreme since none of the three states provides all seven services through a single agency, nor are there seven separate agencies performing these functions in any of these states.

Indiana, and Illinois, however, have a more concentrated administrative arrangement than Missouri. The Indiana State Library is one of two agencies operating within the Indiana Library and Historical Department, the Historical Bureau being the second agency. The Indiana State Library gives the usual library consultant and development services, plus an historical and archival program. Illinois also provides general library services through the State Library although archives are a coordinate agency under the librarian. There is a large collection of historical material at the Illinois State Historical Society as well. Neither Indiana nor Illinois provides law and legislative reference services through the State Library.[2]

Missouri, on the other hand, has a greater number of agencies performing the seven library functions. In addition to the State Library, which provides general library services to the state as well as consultant and developmental services, there are a number of other library agencies. State history, archives, newspapers, and official publications are the responsibility of the Missouri State Historical Society Library located in Columbia. The state's official law library is the Supreme Court Library, and the Legislative Reference Library provides reference and research service to the General Assembly.[3]

Monypenny has also noted that there are three types of legal or political arrangements for state library agencies:

> The great bulk of library agencies . . . are linked only indirectly to the governor, through intermediate boards and commissions which are appointed by him . . . (a) few heads of library agencies . . . are appointed directly by the governor; in two states the secretary of state has the appointing authority.[4]

In Illinois, the Secretary of State (an elected official) is designated, by law, as the State Librarian; and the State Library staff, through traditional administrative channels, is directly responsible to him.[5] Both Indiana and Missouri have a library commission (or board). Under Missouri law, the governor appoints four members of the State Library Commission, with the Commissioner of Education and the Librarian of the State University serving as ex officio members.[6] In Indiana, management and control of the Library and Historical Department is vested in a Board which consists of five members appointed by the governor. Four of the members are appointed on the recommendation of four separate groups in the state, the State Board of Education, the Indiana Library Trustees Association, the Indiana Library Association, and the Indiana Historical Society.[7] The state librarian is appointed by the governor upon recommendation of the Board.

Legal Basis for Collecting Statistics

Although the standards outline the statistics-collecting activities appropriate to state library agencies, many of these activities pre-date the various standards. Much of the statistics-collecting work now done, in fact, is based on legal requirements outlined in state laws or charters dealing with public libraries or the establishment of the state library agency. Veit has indicated that there are three basic types of laws which serve as the legal basis for the collection of statistical information. These laws can be categorized as (1) those empowering the state agency to collect appropriate information, (2) those requiring libraries to report annually to the state library, and (3) those which combine the power to collect and the duty to report.[8]

In Illinois, library statistics are collected on the basis of legal requirements imposed on the public libraries of the state rather than any law pertaining to the responsibility of the state library. The basic regulation for public libraries is contained in the directive: "Within 15 days after the expiration of each fiscal year of the city, incorporated town, township or village, the board of directors shall make a report of the condition of their trust . . ." to the appropriate political body and "a report shall also be filed, at the same time, with the Illinois State Library." This regulation is specifically repeated in appropriate sections covering the operation of county and district libraries as well.[9]

The responsibility of collecting and publishing statistics in Indiana is required of the State Library under the section outlining the "powers and duties" of the agency: "The library shall annually collect statistics of all libraries of the state and annually publish these statistics in such character and form as may be determined by the director of the library." Failure of public officials to comply with such request can lead to fines of "not less than twenty-five and not more than two hundred dollars."[10]

The Missouri State Library is responsible, through the regulatory power given to the State Library Commission to perform a number of services, including: "Publish an annual report showing conditions and progress of public library service in Missouri." In addition, public libraries are required to prepare annual reports and to submit such reports through the board of trustees to the "proper official and governing body . . . and a copy shall be transmitted at the same time to the Missouri State Library."[11] This regulation applies to county as well as municipal libraries.

Collecting and Reporting the Data

The publication of library statistics for all three states has been traced by Burgess through a variety of sources to the first decade of this century.[12] During the 25 years since Burgess' study, the channels of dissemination of the data collected have been more uniform. For Illinois, these tables have appeared as a regular issue of Illinois Libraries, a publication of the Illinois State Library. Indiana library statistics have been published as a separate since 1954, after having appeared as part of the annual report of the Library Commission or the State Library since 1907. A special Directory of Missouri Libraries, covering public, college, and university libraries has appeared as a separate publication. Although the standards specify that all types of libraries should be included in the statistics-collecting program of the state library, a review of the past three years' publications for each state indicates that this is not the scope of the program of any of the three states. (This is, in fact, true of the three states throughout the history of their statistics-collecting activity, with some special exceptions.)

The Illinois compilation is the most limited in scope of the three states, giving data only for public libraries. The most recent publication (October 1967) gives information for 496 tax-supported libraries and 38 association and endowed libraries. No other type of library is included in this compilation. A separate directory of libraries located in Illinois was published in the December, 1967, issue of Illinois Libraries giving, primarily, directory information with only a minimum of statistical data. The directory covered public, academic (including junior colleges), and special (including institutional) libraries but did not include school libraries.

In contrast, the 1964-65 publication of the Missouri State Library was comprehensive in its coverage of type of library. Included, in addition to public libraries, were data for the various state, academic, and special libraries as well as elementary and secondary school libraries. The more recent "Directory" is limited to public, college, and university libraries. (Since the user survey was completed prior to the appearance of the new format, no comment on the reaction of public librarians to it can be reported.)

With this departure from complete coverage by the Missouri State Library, Indiana's compilation now stands as the most comprehensive. Included in the most recent report (covering 1966 and published in 1967) are data for public libraries, academic and institutional libraries, as well as information on the various state libraries. There are, however, no statistics for school or special libraries.

It will be noted that the information reported for non-public libraries for Indiana and Missouri is less complete than the data reported for public libraries. This would seem to lend support to the contention noted earlier that state library publications are primarily public library oriented. That this is the case, however, is quite natural considering the long historical and legal relationship between the state library (or its precursors) and the local public library. It is only logical, therefore, that public libraries either seek or accept (with varying degrees of eagerness) the numerous services of the state agency, including the collection and publication of library statistics. That this relationship does not always exist between the state and other types of libraries is also not surprising but, more importantly, indicates a potential area of difficulty in the development of a national, comprehensive statistics-collecting network.

General Procedures

The method for securing information from libraries and the editing and preparation for publication of this information is similar for all three states. All agencies utilize a standard annual report form which is distributed to public libraries in the state. For non-public libraries, Missouri and Indiana use a special report form. Illinois and Missouri have nearly identical schedules for distributing (during the Spring) and editing the returned reports (Summer) for publication in October. Indiana, on the other hand, distributes the forms during December and requests a return by February 1. The responses are then edited and prepared for publication (scheduled, normally, for June).

Data from the returned forms are then transferred to tabulation sheets--or in the case of Illinois, ultimately to machine readable cards with a printout being produced--which are sent to the printer. Ambiguities and obvious errors are resolved by the Indiana and Illinois staff by direct communication with the reporting library when possible. Missouri makes no special effort to verify information submitted by the local library. None of the states has a planned program for evaluation of the annual report form (for either the format--to simplify use--or the content). Much of this has evolved through long years of data collection and the experience of the various staff members of each agency.

A difference does exist, however, among the three agencies in regard to the office (or individual) designated responsible for the statistics-collecting activity. For Illinois, the editor of Illinois Libraries is responsible; in Missouri, clerical office personnel under the general supervision of various members of the professional staff take care of statistics collection; and in Indiana, the activities are assigned to the Extension Division staff. In all cases, this activity is conducted on a part-time basis supplementing the major duties of the designated office. Operating within such a setting, it would be difficult to assess the actual time and cost devoted to this process. Approximately three to four months are required by each agency for the complete process of editing for publication.

Types of Data Collected and Reported

The scope of the data collected from public libraries is relatively comprehensive. Interestingly enough, a casual survey of the published statistics of the three states would lead one to conclude that the type of data reported varies greatly from state to state. This impression results more from the differences displayed by the three states in grouping their tables for publication rather than a difference in comprehensiveness of data collection. The Indiana publication presents one rather elaborate combination of tables arranged alphabetically by location; another table arranged in descending order by population served; and a third table listing libraries according to the county in which they are located. In addition, there are two other tables giving "Statistics for Library Services Act Demonstration Projects" and a comprehensive "Survey of Non-Book Materials in Public Libraries."

For Illinois, the major statistical information is located in a single table. Data on population served, resources, circulation and expenditures, are preceded by a general column containing "Location, County, System, and Librarian." Additional information, however, can also be found in the alphabetically arranged (by location) directory section of the statistics issue. The directory includes such information as the number (or names) of library branches, the number of bookmobiles, the year the library was built, and the year of the last improvement, in addition to the more traditional directory-type information.

Missouri's new directory format requires the user of that publication to consult only one table--by location (city or town). Other approaches are not possible due to the lack of cross references or ancillary tables. Previously, published statistics of Missouri public libraries were presented in three separate tables covering "vital statistics," "income" and "expenditures" and were arranged alphabetically by location within major groupings based on population served.

Public Library Data

When the various tables are consolidated, a comparison between states indicates that a general agreement exists for most major categories of information. Table 1 has been compiled

TABLE 1

TYPES OF STATISTICAL AND DIRECTORY INFORMATION REPORTED BY THE THREE STATE AGENCIES

Type of Information	Illinois	Indiana	Missouri
Identification			
Name of the library	yes	yes	yes
Address	yes	no[1]	yes
Location (city or town)	yes	yes	yes
Location (county)	yes	yes	yes
Name of the librarian	yes	no[1]	yes
Population Served	yes	yes	yes
Area Served	no	yes	yes
Registered Borrowers	yes	yes	no

TABLE 1 (continued)

Type of Information	Illinois	Indiana	Missouri
Physical Facilities; Agencies of Service			
Date of central building	yes	yes	no[2]
Date of last improvement	yes	yes	no
Number of branches, stations, and other service points	yes	yes	yes
Number of bookmobiles	yes	yes	yes
Number of bookmobile stops	no	yes	yes
Hours and Days Open			
Hours per week	yes	yes	yes
Days per week	no[1]	yes	yes
Circulation (Total)	yes	yes	yes
Resources			
Total "volumes"	no[1]	yes	yes
Total books	yes	no	no
Total non-book material	yes	no	no
Volumes added	yes	yes	yes
Personnel			
Staff (total)	no[1]	no	yes
Staff (by type)	no[1]	yes	no
Income			
Taxing unit and rate	yes	yes	yes
Income from local sources	yes	yes	yes
Other income	no[1]	yes	yes
Total income	yes	yes	yes
Assessed Valuation	yes	yes[3]	yes
Expenditures			
Total	yes	yes	yes
Materials			
Total	no[1]	yes	no
Books only	yes	no	yes
Non-books (combined)	yes	no	no
Non-books (by type)	no[1]	no	yes
Salaries			
Combined staff	no[1]	no	yes
By type of position	yes	yes	no
Maintenance and other exp.	no[1]	yes	yes

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[1] Data is requested, or known to the Indiana and Illinois State Libraries, but is not reported.

[2] Exact meaning of data given in the Missouri statistical compilations cannot be determined from the source.

[3] Assessed valuation is given for counties in Indiana as well as for individual service units.

to facilitate such comparison. In addition to illustrating the completeness of the coverage given to public libraries, the table appropriately highlights the general areas where the states differ most in the presentation of information. The three major areas of disagreement--resources, personnel and expenditures--perhaps reflect the persistent dilemma of the profession's inability to provide meaningful definitions rather than peculiarities attributable to the three states.

Directory and some basic statistical data such as income, population, and hours open are self-defining and present little or no problems in interpretation. In contrast, many unresolved problems, such as what constitutes a "professional" librarian, when a document is a "book," what is to be included as "non-books," or what a "volume" is, are quickly reflected in the different categories used to report both the numbers of resources and personnel and the amounts spent. Among the three publications, in fact, there can be found such extremes as Illinois' single figure for the number of non-book resources to Indiana's extensive survey and breakdown of this category. For the latter, information is provided on the number of slides, filmstrips, microfilm and microcards, sound recordings, films, viewmaster reels and stereographs and an inclusive category of "uncataloged pamphlets, pictures, maps, etc.". Nevertheless, as comprehensive as this delineation of non-book material is, it still leaves the potential user without any information about the number of periodicals, newspapers, or government documents. This comment is not intended as a criticism of what is the most thorough survey of library materials but as an example of the complexity of the problem state agencies face in providing meaningful statistical data.

Non-Public Library Data

In contrast to the coverage given public libraries, data for other libraries is less comprehensive. Illinois, as noted, publishes information on public libraries only. The Illinois State Library has, however, taken interest in other types of libraries and has cooperated fully with the U.S. Office of Education in the collection of academic library statistics. Illinois, in fact, was one of the few--if not the only one--to publish the data covering academic libraries in 1962 that was collected by the federal government and returned (in computer printout proofsheets) to interested state library agencies.[13] More recently, as noted, it has published a directory covering numerous types of non-public as well as public libraries in the state.

Both Missouri and Indiana provide information for some types of non-public libraries. For academic libraries, the two states report information under eleven categories. Of these, seven are common to both states and represent three directory-type categories (name, location, and librarian), plus total expenditures, total volumes, volumes added, and periodicals (or serials) received. (If Missouri's report on the number of students and faculty can be equated to Indiana's "number served," then the number of common categories becomes eight.) Nevertheless, the total of eleven types of statistical and directory information compares unfavorably with the more than 30 categories reported for public libraries.

As stated previously, it is neither surprising nor unnatural to find these differences in the coverage of public libraries as compared to other types of libraries. In addition to the historical and legal relationship between the state and public libraries, a second factor may have an important influence on the limited coverage of non-public libraries. For example, the problems of collecting school library statistics and the decision of the Missouri State Library to exclude them from its 1967 report "because of limited and in many cases nonexistent information regarding . . . elementary and high school libraries in the state . . ."[14] may be taken as an illustration of another type of problem that must be considered.

Missouri, prior to the 1967 compilation, reported data for over 300 elementary and secondary schools. This represented less than 10 percent of the total number of schools located in Missouri.[15] Admittedly, not all schools have libraries, but the sheer effort that would be required to canvass such a large population may very well place a severe strain on the limited personnel and finances now devoted to this activity. When compared to the number of public libraries, the inclusion of school libraries in the state's statistics-collecting activity would represent an increase of ten to 25-fold in the population to be surveyed, depending on the state.

References to Chapter II

[1] Phillip Monypenny, The Library Functions of the States (Chicago: American Library Association, 1966), p. 9.

[2] Ibid., p. 10.

[3] Robert B. Downs, ed., Resources of Missouri Libraries (Jefferson City: Missouri State Library, 1966), p. 96.

[4] Monypenny, op. cit., p. 20.

[5] Alex Ladenson, ed., American Library Laws (3rd ed.; Chicago: American Library Association, 1964), p. 390.

[6] Ibid., p. 789.

[7] Ibid., pp. 451-452.

[8] Fritz Veit, "State Supervision of Public Libraries: With Special Emphasis on the Organization and Functions of State Library Extension Agencies" (unpublished Ph.D. thesis, Graduate Library School, University of Chicago, 1941), p. 76.

[9] Ladenson, op. cit., pp. 423, 412, 419.

[10] Ibid., pp. 453, 457.

[11] Ibid., pp. 790,804, 809-810.

[12] Robert Stone Burgess, "The Sources of Library Statistics" (Unpublished master's thesis, Graduate Library School, University of Chicago, 1942), pp. 28-30, 40.

[13] "Library Statistics of Illinois Colleges and Universities--1961-62," Illinois Libraries, 45 (May 1963), 295-303.

[14] Directory of Missouri Libraries: Public, College and University (Jefferson City: Missouri State Library, 1967), p. 3.

[15] U.S. Bureau of the Census, Statistical Abstract of the United States: 1967 (88th ed.; Washington: U.S. Government Printing Office, 1967), p. 110.

CHAPTER III

THE USES OF PUBLIC LIBRARY STATISTICS

The collection of library statistics is predicated on the assumption that they are meaningful. The reporting of such data rests on a further assumption that they are useful. The second major objective of this study was to determine, to a limited extent, how published state-collected statistical data were used by public library administrators and what types of statistical data were considered to be most useful. In order to secure this information, a questionnaire-checklist was developed, pre-tested, and distributed to a sample of public librarians in the three states. The method of selection of this sample, the content of the questionnaire, and the analysis of the responses are reported in this chapter.

Selection of the Libraries

With over 850 public libraries located in the three states, it was impractical to canvass all of them. It was decided, therefore, to sample the population of public libraries for this survey of users. A number of methods for producing this sample were considered, but the final decision to undertake a systematic sample within each of eight categories was determined to be the most useful. The categories into which libraries were divided consisted of eight general population groups based on the size of the community served. Each grouping was based on the ranges used in the 1962 U.S. Office of Education report on public library statistics, except that the two smallest groups included in the federal report were combined into one for this study.[1]

A list of libraries within each population grouping was created from mailing lists provided by the three state library agencies. Inasmuch as the Illinois list available at that time did not include association and endowed libraries, similar libraries located in Missouri and Indiana were deleted. In addition, a few libraries from each state were removed from the list either because they had ceased operation (usually through consolidation with other units) or were newly established. The final "universe" of public libraries in the three states, therefore, is slightly smaller than the total number of libraries reported in each of the statistical tabulations of the three states.

The final groups of libraries were then ordered by population served, within each state. All libraries serving 10,000 or more were automatically included in the survey (a one-for-one sample). Every second library serving a population of 5,000 to 9,999 and every third library serving communities of 4,999 or less were selected. The total number of questionnaires distributed was 411. A cover letter and the questionnaire were sent to the selected libraries in mid-November, 1966, and a follow-up letter distributed in late December.[2] A total of 298, or 72.5 percent, of the libraries returned the questionnaire-checklist. Table 2 is a summary of the sampling and response rate for the various categories.

In reporting the analysis of the responses, two departures from the conditions of the sampling should be noted. First, the category designate used in the sampling is "size of community served." In order to avoid repetitive use of this rather cumbersome phrase, reference is made to libraries rather than communities. The terms larger and smaller libraries are used, therefore, to designate larger and smaller communities without implying that these are also the largest, or smallest, libraries in terms of collection, staff, or any other criterion.

Second, the sampling was done by size of community served for each state. Technically, responses should also be presented by community size for each state. Since some groups had few responding libraries, it seemed impractical to undertake such a presentation. While the analysis reported is for the various

TABLE 2

SAMPLING AND RESPONSE RATE FOR THE USER SURVEY

Size of Community Served	ILLINOIS				INDIANA				MISSOURI				TOTAL			
	Number of Libraries	Sample (Sent)	Response (Received)	Percent Received	Number of Libraries	Sample (Sent)	Response (Received)	Percent Received	Number of Libraries	Sample (Sent)	Response (Received)	Percent Received	Number of Libraries	Sample (Sent)	Response (Received)	Percent Received
100,000 or more	3	3	3	100%	9	9	9	100%	5	5	4	80%	17	17	16	94%
50,000 - 99,999	16	16	15	94%	7	7	6	86%	5	5	5	100%	28	28	26	93%
35,000 - 49,999	11	11	10	91%	10	10	7	70%	10	10	6	60%	31	31	23	74%
25,000 - 34,999	20	20	19	95%	1	1	1	100%	6	6	6	100%	27	27	26	96%
15,000 - 24,999	39	39	28	72%	18	18	16	89%	16	16	10	63%	73	73	54	74%
10,000 - 14,999	34	34	29	85%	19	19	14	74%	11	11	6	55%	64	64	49	77%
5,000 - 9,999	81	40	24	60%	54	27	16	59%	25	13	3	23%	160	80	43	54%
Below 5,000	268	54	39	72%	123	25	17	68%	60	12	5	42%	451	91	61	67%
TOTAL	472	217	167	77%	241	116	86	74%	138	78	45	58%	851	411	298	72.5%

community sizes grouped to include all three states, the investigator also prepared similar analyses for each of the three states independently. The general patterns characteristic of the three state total were also observable among the three individual states but have not been reported to avoid unnecessary redundancy.

Analysis of the Responses

The major part of the questionnaire-checklist was devoted to information concerning (1) the sources used, (2) the purpose for using statistical information, (3) the types of data considered to be most useful, and (4) reaction to various methods of presenting statistical data. To simplify the reporting of the survey, abbreviated references to the national statistical surveys and to the 16 categories of statistics have been used. The abbreviations and the surveys or categories they represent are given in Appendix B.

Published Sources Used

Certain general patterns of the types of statistical sources used and the frequency of use become evident when Section II (Published Sources Used) of the questionnaire is analyzed. Librarians were requested to indicate how frequently they used eight different national statistical sources.[3] In addition, they were requested to indicate the use of their own, as well as neighboring state compilations. The responses regarding national statistical surveys have been summarized in Table 3 and are presented in graphic form in Figure 1. The "regular use" and "infrequent use" of national statistics reveals a decreasing, linear-type relationship between frequency of use and size of the community served. The use of one's own state-compiled statistics (Table 4 and Figure 2) indicates a more curvilinear-type relationship, with libraries in the 25,000 to 34,999 category showing the highest regular use. More important, however, is the observable phenomenon that in every category, the number of libraries reporting regular use of state statistics is much greater than that reporting regular use of the combined national sources.

TABLE 3

SUMMARY OF USE OF EIGHT NATIONAL STATISTICAL SURVEYS BY SIZE OF LIBRARY (3 STATES COMBINED)

Library (By Size of Community Served)	Used Regularly (Percent)	Used Inquently (Percent)	Never Use (Percent)	Item Non-Response (Percent)
100,000 or More	48.2	36.6	13.4	1.7
50,000 - 99,999	40.1	40.1	14.8	5.0
35,000 - 49,999	34.2	34.2	27.3	4.3
25,000 - 34,999	29.1	26.9	39.0	4.9
15,000 - 24,999	19.3	25.1	41.3	14.3
10,000 - 14,999	14.6	18.7	51.6	15.1
5,000 - 9,999	10.0	15.6	65.4	9.0
Less than 5,000	2.2	9.1	76.8	11.9

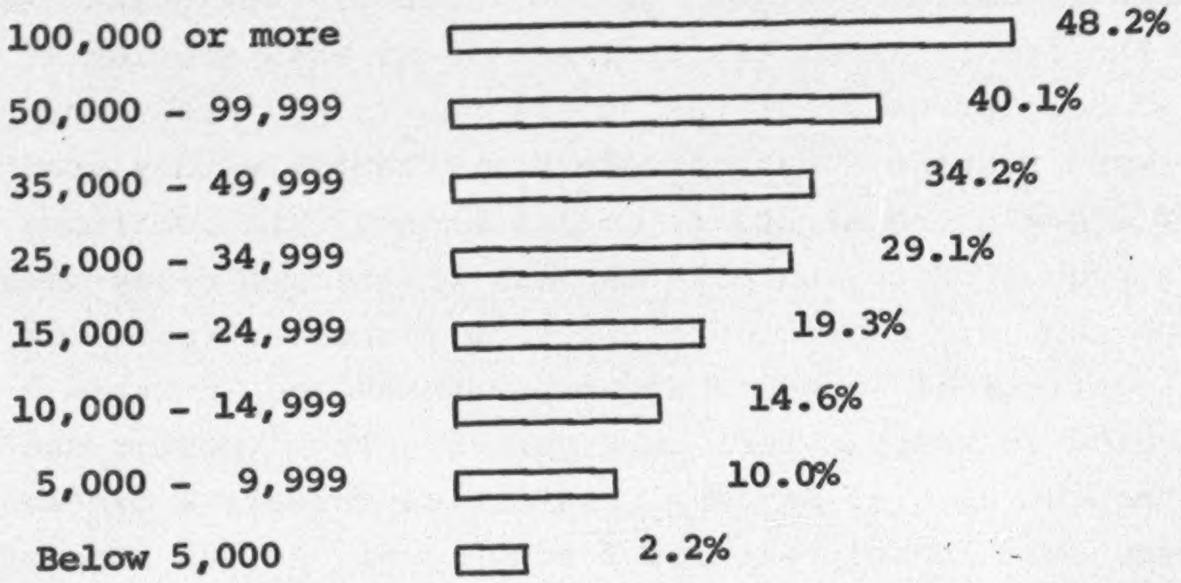

Figure 1. Percent respondents indicating regular use of eight national statistical surveys (3 states combined).

TABLE 4

SUMMARY OF USES OF OWN STATE STATISTICS BY SIZE OF LIBRARY (3 STATES COMBINED)

Library (By Size of Community Served)	Used Regularly (Percent)	Used Inquently (Percent)	Never Use (Percent)	Item Non-Response (Percent)
100,000 or More	81.3	12.5	6.3	0.0
50,000 - 99,999	88.5	7.7	0.0	3.8
35,000 - 49,999	91.3	4.3	0.0	4.3
25,000 - 34,999	96.1	3.9	0.0	0.0
15,000 - 24,999	90.7	5.6	1.8	1.8
10,000 - 14,999	75.5	10.2	6.1	8.2
5,000 - 9,999	69.8	20.9	4.7	4.7
Less than 5,000	50.8	24.6	11.5	13.1

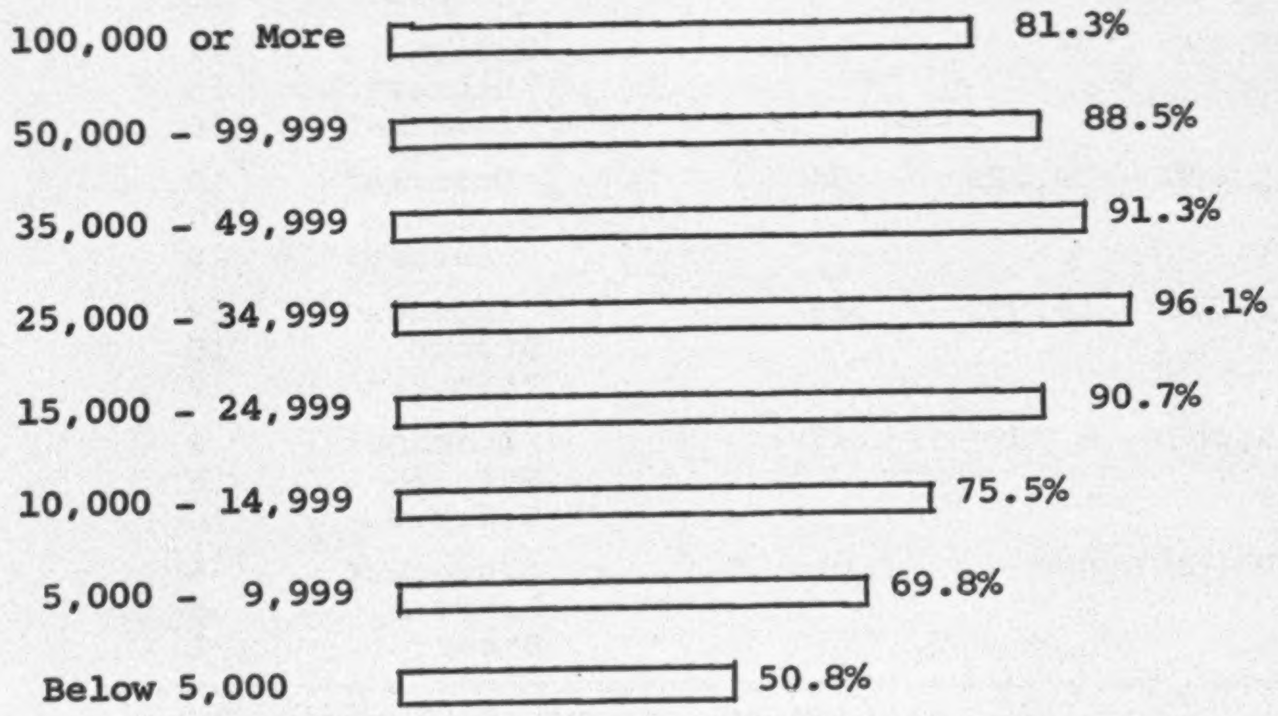

Figure 2. Percent respondents indicating regular use of own state-produced statistics. [NOTE: Scale had been truncated and begins at 20 percent.]

Since the use of national surveys may have been distorted by the grouping of various types of compilations, each of the eight sources was also analyzed individually. Table 5 gives the three sources cited most frequently for each category of libraries and the number of libraries indicating regular use.

TABLE 5

THE THREE MOST FREQUENTLY CITED NATIONAL SURVEYS FOR EACH CATEGORY OF SIZE OF LIBRARY

Library By Size of Community Served	N	Used Frequently Survey*	Used Frequently Number of Libraries
100,000 or More	16	Strout	12
		Pratt	10
		U.S.O.E.	9
50,000 - 99,999	26	Decatur	17
		Strout	16
		U.S.O.E.	10
35,000 - 49,999	23	Strout	12
		Decatur	10
		U.S.O.E.	10
25,000 - 34,999	26	Strout	12
		"Library"	10
		"Indexes"	10
15,000 - 24,999	54	"Indexes"	18
		Strout	17
		"Library"	16
10,000 - 14,999	49	"Indexes"	18
		Strout	15
		"Library"	7
5,000 - 9,999	43	"Indexes"	9
		Strout	8
		U.S.O.E.	8
Below 5,000	61	"Indexes"	5
		U.S.O.E.	3
		Strout	1

*For full citation of surveys see Appendix B.

In no case does the percent of regular use of any national survey exceed the percent of regular use of state statistics. It is interesting to note that the desire for information on salaries is common to all sizes of libraries but seems to be more important to the larger ones. On the other hand, there is, apparently, a greater use of index and trend figures than other types of information among the small libraries.

When the total number of respondents indicating regular use is tabulated (Table 6) regardless of size of library, the interest in the "Indexes" becomes more apparent. While the Strout survey still ranks first--used regularly by 31.5 percent of all libraries in the three states--the "Indexes" shows the second highest regular use (27.5 percent of the responding librarians).

TABLE 6

PERCENT OF LIBRARIANS INDICATING REGULAR USE OF EIGHT NATIONAL STATISTICAL SURVEYS (N = 298)

Survey	Regular Use (Percent)
The survey of "salaries of library school graduates" prepared by D.E. and R.B. Strout . . .	31.5
"Indexes of American Public Library Statistics" . . . appearing annually in the ALA Bulletin.	27.5
U.S. Office of Education. Statistics of Public Libraries.	19.8
"Library" statistics appearing in the Bowker Annual. . .	19.4
"Book Trade" statistics appearing in the Bowker Annual.	16.4
Decatur (Ill.) Public Library. Professional Salary Survey of Public Libraries . . .	13.1
Enoch Pratt Free Library (Baltimore). Salary Statistics for Large Public Libraries.	5.0

Responses to Section II of the questionnaire also indicated that use of state compilations other than one's own is virtually non-existent. Only a small number of libraries use such sources, and frequently these were the largest of the public libraries using the reports of immediately adjacent states. Few libraries indicated that they used sources other than those included in the questionnaire. The most notable exception was the citing of the "LACONI" statistics by public libraries in Illinois.[4] Of the 167 Illinois libraries responding to the questionnaire, 30 reported they used the LACONI statistics regularly, three indicated infrequent use, and 134 did not mention them. An analysis of use of this source indicates patterns almost identical to patterns of use of the state-produced compilations. While the amount of information available from the questionnaire makes it difficult to reach definitive conclusions, it appears that the use of local-coverage statistical data follows a pattern of use similar to the use of state-compiled data rather than the use of various national tables.

Purpose for Using Statistics

Section III of the questionnaire requested information concerning the purpose for which librarians sought data from the various statistical tabulations. The validity of the responses to this section is susceptible to some question, however. A number of librarians responded that they were unable to estimate to any accurate degree the distribution of use according to the categories given. Others felt that the categories were not necessarily mutually exclusive and separation of use among them was not meaningful. Finally, and more frequently, a large number of responses were invalidated because of the total use indicated either more than or less than 100 percent. Given these serious limitations, it would seem appropriate to report only that the two categories "comparing with other libraries" and "preparation of budget requests" were cited more often than any others. In addition, no other use of statistical data was given frequently enough to indicate some unanticipated purpose for which statistical information was used.

Types of Statistics

Library administrators were also requested to indicate the usefulness of 16 different types of directory and statistical information. Again, certain distinct patterns are discernible. First, only one type of data--operating expenditures--appears regularly as "extremely useful," regardless of the size of library. Second, the number of categories and the frequency of response indicating certain data were "of no use" is very small for larger libraries but increases as the size of the library decreases. For example, there were 19 of 256 (or 7.4 percent) "of no use" responses by the largest libraries found in seven of the 16 categories but 167 of 996 (or 17 percent) such responses by the smaller libraries distributed among all 16 categories.

Based on the number of responses indicating "extremely useful," the 16 types of statistical categories were ranked for the eight library groups. A cumulative ranking was also determined for the 16 categories. These rankings are shown in Table 7.

The types of statistics reported most frequently as being extremely useful do vary from one library group to the other. In general, however, the categories "operating expenditures" and "salary information" were listed as most useful by all but the smallest libraries. With few exceptions, five categories not only were ranked low in respect to usefulness but actually were listed as "of no use" by a number of libraries. In fact, 27 percent of the responding libraries considered information on the number of branches, stations, bookmobiles, etc., of no particular use. A similar lack of use was indicated for: physical capacity (19.8 percent of the libraries indicated "of no use"); library government (15.4 percent); capital expenditures (14.4 percent); and, source of income (11.4 percent).

The hours a library may be open was more important to small libraries than to the large ones, and this type of information is ranked among the top five for the four smallest library sizes but rates no better than eighth for the four largest library groups. Libraries in the 25,000 to 34,999 category, however,

TABLE 7

RANK ORDER OF THE 16 CATEGORIES OF STATISTICS BASED ON NUMBER OF RESPONDENTS INDICATING "EXTREMELY USEFUL"

Category of Statistics	Cumulative Ranking	Libraries (By Size of Community Served)							
		100,000 or more	50,000-99,999	35,000-49,999	25,000-34,999	15,000-24,999	10,000-14,999	5,000-9,999	Below 5,000
Operating expenditures	1	2	1	2	3	1	1	1	1
Salary information	2	1	1	1	3	3	2	9	11
Population and area	3	6	6	5	6	1	2	2	8
Amount of income	4	3	3	6	5	8	5	5	2
Number of volumes	5	7	6	3	2	11	5	2	5
Identification	6	3	5	6	8	5	9	2	2
Personnel	7	3	3	3	1	4	8	11	13
Circulation	8	7	11	6	6	8	5	7	5
Hours open	9	15	10	10	8	5	2	5	4
Registered borrowers	10	11	9	13	10	7	9	9	5
Type of materials	11	7	8	6	10	10	11	12	12
Source of income	12	11	15	10	10	13	12	7	8
Capital expenditures	13	11	12	13	13	14	13	13	14
Number of branches	14	10	13	10	16	15	16	16	15
Government	15	15	14	16	14	16	15	14	8
Physical capacity	16	14	16	15	15	12	14	15	15

place "information on the number and type of library personnel" and "number of volumes" in a position of greater usefulness than "operating expenditures" and "salary information." Those libraries in the two groups serving communities less than 10,000 also put "salary information" and "number of personnel" in the lower half of the rank-order scale and replace them with an interest in "sources of income," "library government" and "registered borrowers." One final point that might be noted is the interest displayed by the three largest library groups in information on the "size of collections by type of material" which is ranked much lower by the rest of the libraries.

Presentation of Statistics

One of the suggestions in the "Handbook" covers the topic of statistical presentation:

> Public library statistics should be so tabulated as to bring similar agencies together for comparison. To do so requires basic classification by some critical characteristic, such as type of government, source of funds, area or population served, size of collection, or size of budget.[5]

Since a variety of methods are utilized in the presentation of library statistics in the many sources, it was determined to secure responses from library administrators on the usefulness of such methods. With one exception, responses to this section of the questionnaire were consistent whether analyzed by size of community served or by state. A majority of librarians (203 or 68 percent) found the alphabetical arrangement by town or city to be useful in meeting their needs. The second most popular method of presentation was that which listed libraries in descending order by population served. For this second method, 115 (38.6 percent) of the responding librarians indicated it would be useful. No other type of arrangement of library statistics found favor with more than 20 percent of the respondents. The exception to the pattern was among librarians serving the largest communities. Twelve of the 16 indicated that listing by population would be useful, while eleven also found the alphabetical listing useful. This reverse order of preference cannot be viewed as a serious departure from the preferences of other librarians.

Other Information

In addition to the four sections described in detail above, the questionnaire included four open-end questions on which librarians were requested to comment. They were also asked to indicate when they made the most extensive use of library statistics. Responses to this question did vary according to state. For example, 71.8 percent of the responding Illinois librarians indicated the first four months of the year as the period of greatest use. In Indiana, the heaviest use is in June and July, with 57.6 percent indicating one or the other; January is a distant third. The Missouri pattern is less consistent, with October, November, and April being listed most frequently. The pattern of use follows, in general, the schedule of publication of statistical information in each state although the reason for this could not be inferred from the responses.

Responses to the open-end questions could not be so conveniently tabulated. In addition, there was a larger number of non-responses than to other questions. The predominant responses to two questions "What kinds of statistics not now published would be useful in your work? For what purpose?" and "Are there certain categories of information that could be provided as grouped data (rather than by individual library) which would be as useful as the library-by-library information now available?" were "no" or "none." There were also more comments requesting information about the availability of federal and state funds than interest in statistics on the actual program (question IV-D). The final question asked was:

> What services related to library statistics would you like to have your state library agency initiate? For example, would a regional workshop on the meaning of and methods of keeping library statistics be of interest to you?

Based on limited information, it appears that a workshop on library statistics would attract librarians from medium-sized libraries.

Summary

The user survey revealed some interesting patterns of use and needs by the public librarians of the three states. Not surprising was the fact that state-produced statistics were used more frequently than other sources of statistical data. The types of national surveys used did differ somewhat by size of library. The larger libraries tend to use surveys which give information on salaries more frequently than any other type, while the smaller libraries indicated an interest in index and trend-type tabulations.

Library administrators also indicated the usefulness of a number of different types of information reported in the state publications. One type--operating expenditures--was cited as "extremely useful" by libraries in each of the eight groups. The number of types of information deemed to be "of no use," however, varied inversely with the size of the library. Smaller libraries indicated a larger number of categories were "of no use" than was indicated by larger libraries. In addition, the total number of such "of no use" responses was proportionately higher among the small libraries than among the large libraries.

In contrast, the size of library did not seem to be related to the interest in the method of presentation of statistical data. Asked to indicate the method that best facilitated use of such information, a majority indicated the alphabetical arrangement is most useful. The second most frequently cited method of presentation was that which listed libraries in descending order by population served. This arrangement was listed almost twice as frequently as any other, except alphabetical.

References to Chapter III

[1] Henry T. Drennan and Doris C. Holladay, Statistics of Public Libraries: 1962; Part 1: Selected Statistics of Public Libraries Serving Populations of 35,000 and Above: Institutional Data (Washington: U.S. Office of Education, 1965), p. 1.

[2] See appendix for cover letters and questionnaire.

[3] See Appendix B for list.

[4] Library Administrators Council of Northern Illinois. Statistics Committee. LACONI Compilation of Library Statistics of 82 Libraries in Northern Illinois, 1965 ("Research Series," No. 5). Springfield, Ill.: Illinois State Library, 1965.

[5] Library Statistics: A Handbook of Concepts, Definitions and Terminology (Chicago: American Library Association, 1966), p. 31.

CHAPTER IV

SUMMARY AND RECOMMENDATIONS

The state library has played a major role in the collection and reporting of statistical data for public libraries. Within the past few years, this agency has also been turned to as the most logical source for information on all library resources and services within the state. Associated with this new role has been the often expressed desire that the states become an integral part of a system for the collection and reporting of library statistics that would cover the nation as a whole. It was within this context that this study was undertaken and the two objectives set before it:

> (1) To determine the potential of state libraries in the expansion of their role as collectors and distributors of library statistics within a regional or national network of reporting;
>
> (2) To obtain some idea of the uses and users of currently published statistics as an indicator of the future role and scope of state produced statistical compilations.

The testimony and evidence gathered in this survey relate directly to these objectives. None the less, it is imperative to express the opinion that an over-riding and persistent issue remains which has a limiting effect on the study. Throughout the report it has been stated, and at other times implied, that the underlying assumption for the validity of collecting statistical data is that they are meaningful. The investigator has not been able to completely accept the assumption that library statistics as currently collected are meaningful.

The summary and recommendations appropriate to the two objectives, therefore, are based not on the assumption of the meaningfulness of the data but rather on the practical realization that they are all that is currently available. The reader of commentary on the evaluation of library service cannot help but reflect on the contradictory statements that have been made by non-librarians in previous years. In 1943, Ridley and Simon observed:

> The most serious single problem which still stands in the way of the development of satisfactory measurement techniques is the difficulty of defining the objectives of municipal services in measurable terms. Perhaps the most striking progress towards the solution of this problem during the past five years has been that in the field of library administration . . .[1]

One must speculate that either this judgment was premature or that the area of measurement of library service has deteriorated appreciably in the past 25 years. More recent pronouncements have not been so enthusiastic. The report of the survey team that studied metropolitan library services in Missouri had less flattering comments to make:

> Regulations of the State Library should provide for a statistical reporting system to be utilized by all library jurisdictions that receive state aid. Accurate and meaningful reporting of statistics is sadly lacking in Missouri's libraries and indeed throughout the United States. Planning better library operations is dependent on meaningful data from the operating institutions.[2]

This survey, however, was limited to those types of statistical data that are descriptive of library resources, personnel, and services. For the moment, it must be stated that the ultimate purposes for which statistical data are utilized must still rest with the user. It is also assumed that the present responsibility of the state is to provide the most meaningful data within the existing limitations of definition and sophistication of measurement. This chapter contains a brief summary of the findings and the conclusions and recommendations stemming from them. A more general discussion of the present state of library statistics and a recommendation for action at the state level is developed in the final section.

Summary of the Findings

The findings of this study are not necessarily unique, but they have never been enumerated or generalized for a multi-state region. In essence, they are:

(1) While giving some consideration to non-public libraries, state library agencies are predominantly public library oriented in their services of providing statistical data for the state.

(2) The statistics activity in the three states is basically one of editing-for-publication the reports of the public libraries in that state, without any effort to analyze or synthesize the reports. The work is done on a part-time basis by various professional officers with appropriate clerical support.

(3) State-produced statistics are useful to all public libraries regardless of size and are used more frequently than any other single national or regional survey.

(4) Of the various national surveys, those reporting salary information are used frequently by all libraries although smaller libraries also rely on such surveys as the "Indexes" of public libraries and the various U.S.O.E. public library statistical compilations.

(5) For 16 general types of library data now reported by the three states, there is a general pattern which indicates certain categories are more useful to all types of libraries while others are of little value.

Taken alone these findings might be interpreted as requiring little or no change on the part of state libraries. Viewed in terms of the recent appeal for states to expand their scope of coverage to non-public libraries, however, certain implications arise.

Analysis and Recommendations

The first objective of this study related to the potential of the state library to participate in a nation-wide statistics reporting program for all types of libraries. Such a program would require the state agency to initiate the collection of data from all types of libraries. This collection of non-public library data would require that a basis, legal or otherwise, would have to be provided to insure the continuity of the activity. A second factor that must be considered is the increased number of libraries that would have to be canvassed and the resulting increase in both cost and time expenditure. Given the somewhat limited amount of effort state librarians have given data collection, such an expansion of the scope of coverage is not feasible. There is little evidence, moreover, to support the concept that a state-based program would yield more information than is now available from state education agencies, various professional associations, or the U.S. Office of Education programs which collect statistics on non-public libraries. It is recommended, therefore, that

> (1) the state library give priority to the collection and reporting (including analysis and synthesis) of statistical information for public libraries only.

The limiting of the scope to public libraries would not exclude the continued cooperation given by the state library in the distribution of report forms as may be requested by other agencies. Furthermore, when statistical information for non-public libraries is available from other sources, the state library should secure such information for its own records. These data could then be utilized to prepare a more complete state-wide "profile" of library services and resources. Such activities, however, cannot be viewed as an informal "network" since there would be little opportunity, at the state level, to secure any additional information without resorting to a separate survey.

Inasmuch as state libraries currently collect a wide range of information relative to public libraries, it seems appropriate to test the feasibility of a national system, but limited to a single type of library. It is recommended that

> (2) state librarians, working through the American Association of State Libraries, investigate with various agencies the possibility of establishing a national system for public library statistics.

While it is most obvious that one agency to be approached is the U.S. Office of Education, it may be equally advantageous to present this proposal to a profession-oriented group such as the Public Library Association of A.L.A. The program should be undertaken, however, only after consideration has been given to the improvement of the present reporting of public library statistics. Certain recommendations regarding this matter are given below based on information secured from the user survey.

A number of additions to the types of data collected and reported can be recommended on the basis of the responses to the user survey. At this point, it is necessary to acknowledge that there are certain requirements imposed by local conditions within each state that may necessitate differences in the types of data collected. Most frequently this concerns information necessary to determine state aid or the implementation of new programs of library service, such as the development of public library systems. These data are invaluable to the individual state library and should be collected in addition to the basic types of data common to all states. It is questionable, however, whether special information of this type is important enough to the public library administrator that it needs to be reported.

The user survey was undertaken to secure information on what public library administrators in the three states actually use or need in the way of library statistics. The statistics "Handbook"[3] was used to outline general types of information that are, or may be, collected. The emphasis was on evaluation of what is reported rather than what is collected. The results of this survey have been described in Chapter III. Based on the responses to this survey, it is clear that the state-produced tabulations are used more regularly and by a larger segment of the library population than any other statistical survey. This in itself is sufficient justification for the state's program of collecting and reporting library statistics. The analysis of survey responses leads to conclusions, however, that the present coverage is not totally adequate.

The types of national statistical surveys that are consulted indicate that some needs may not be presently fulfilled by the states. One of the important types of information that is not now provided is salary data. Interestingly enough, the three states all collect such information from reporting libraries but publish no statistics. This may be because the topic is considered a "sensitive" area. Nevertheless, it is recommended that

> (3) state libraries publish salary statistics, but that these be presented as grouped data rather than for individual libraries.

This would require some analysis and synthesis of the input data, which would require some changes in the present pattern of processing information.

Similarly, there is indication that libraries are interested in national trends as evidenced by the citing of the regular use of the "Indexes of Public Libraries" by approximately 27.5 percent of the respondents. It is further recommended that

> (4) the state library prepare indexes for various services and activities on state-wide data, grouped by some characteristic such as size of community served.

These two recommendations for changes in the method and type of data reported have serious implications to the present organization and commitment of effort of the state libraries and are discussed in the "general commentary" below.

The expenditure of time and effort to provide additional information can be justified only if a need can be demonstrated. It may be questioned whether such surveys can be justified at the state level since they are already undertaken at a national level. However, a review of the national salary surveys, conducted by Anita Schiller, demonstrated how fragmentary they are. Some of the questions that the salary surveys could not answer, Schiller noted, were "Do library salaries vary directly with the size of a library?" and "Is the market for librarians genuinely a national one regardless of region or type of library?"[4] Clearly, the state has a wealth of information that might be analyzed and synthesized to provide at least partial answers to these questions. Similar justification may be cited for the establishment of statewide indexes of circulation, expenditures, or other factors. These would supplement, rather than replace, the present national indexes[5] and would provide more detailed information for various-sized libraries.

A second inference that can be made from the responses to the user survey is that not all data is of equal utility. In fact, at least four--and perhaps five--types of data seem to be of little use. The low level of utility raises the question of the need to report these data rather than whether such information need be collected. The implications of these findings are so closely related to the nature of the data concerned that only a broad recommendation that each category be scrutinized in terms of what should be reported can be made. It is recommended, however, that

> (5) the presentation of data by the state library be such that greater detail be devoted to those categories indicated as "extremely useful" and that less detail be reported for the less useful categories.

A specific example of the scrutiny necessary both in regard to collection and reporting might be given. The general category "physical facilities" consisted of two types of information for the purpose of this study. These were:

> A. number of branches, deposit stations, bookmobiles and school collections; and
>
> B. information on date of construction and/or improvement of the building, volume capacity, seating capacity, and total floor space.

Of 16 categories, these two items ranked 14th and 16th overall. The statement in the "Handbook" that "Questions regarding library buildings need not be asked annually" is supported by the lack of interest in the data, and it may be sufficient to collect detailed information as part of a special study. An alternative approach would be to gather information on facilities every three or five years as part of the library report form. The individual state library, however, may wish to develop a "file of construction and improvements" by requesting libraries to indicate whether constructions or improvements are contemplated or have been undertaken.

In contrast to the suggestion made concerning facilities, the "Handbook" suggests that "information on service outlets administered by the central library should be requested annually . . ." The reason given for collecting these facts is to allow interested individuals to judge "the amount and type of service the library offers its public and the extent to which it attempts to maximize access . . ."[6] There is no intent to quarrel with this motive (although it is assumed that judgments will be made after taking other factors into account as well), but the present survey presents rather clear evidence that this information is of little use to the library administrator.

It is realized, of course, that there are other types of users in addition to the public library administrator that might justify the collection of these data. This rationale, of providing data for any potential user, can lead to the collection and publication of as many different kinds of data as there are administrators, researchers, and curious laymen. A more reasonable alternative would be the establishment of a reservoir of data at the state library level that can easily be tapped when specialized needs occur. This approach would have the added advantage of providing the state library with direct information regarding the actual needs of a variety of users and the identification of the kinds of data which are requested regularly and those sought infrequently. Such feedback of information is unavailable with the present system of collecting and reporting.

User surveys, like the one undertaken for this study, will provide feedback about the usefulness of certain categories of statistical information. For regularly used data, greater detail and information should be provided in the published tabulations. The respondents to this survey, for example, were fairly consistent in indicating that data on operational expenditures were extremely useful. For this category, then, the states should provide information on total expenditures, expenditures for books, expenditures for non-book material, total library material expenses, expenditures for salaries and wages, and general operating costs. In addition, the statistical reports should include a per capita expenditure figure. The amount of detail to be offered for other categories would vary depending on the nature of the data.

The implementation of the recommendations listed above is predicated upon a redefining of the responsibility of the state library agency and its role in the collection and distribution of library statistics.

General Comments on the State of Library "Statistics" and a Recommendation

In the development of this study, it was clear that the statistics-collecting activities of the state library must be viewed within the total function of the state agency. It would be unrealistic to see this particular program as the most important function of the agency and to assign it a priority of time and money far in excess of its importance. At the same time, as a result of this survey, it became evident that there are sufficient reasons for the collection and publication of library data and that it would be professionally unprofitable to maintain the program at what is believed to be a low level of operation and sophistication. The continuation of the program at this present level means only the perpetuation of an undesirable situation. If the observations and recommendations of the investigator seem to put greater value on the service than it deserves, it is because of the sincere conviction that such emphasis is in order and, perhaps, long overdue.

"Statistical" Service at the State Level

The appearance of quotation marks in the section heading needs some explanation. It is important to realize that what has been under discussion throughout this report has been the collection and reporting, in a technical sense, of library data--not statistics. The term "statistics" has rather specialized meaning to various researchers as well as to statisticians. Any one of a number of texts on the subject could be reviewed to obtain an idea of the distinctive meaning associated with the term. The authors of a standard text have expressed the concept rather well:

> Problems calling for statistical treatment always involve empirical, or observed, evidence but not all problems involving empirical evidence are statistical. Factual information about a single individual is not statistical information.[7]

The writers then proceed to explain that statistics always relate to a group of individuals and not to a single individual. Statistics are a measure of what is true (or believed true within the limits of the data) about a group. Nevertheless, the term has also become, in the minds of many, synonymous with the concept of data. It is not proposed that a campaign be undertaken to replace the term statistics with the term data in all state tabulations. A distinction between data and statistics is important, however, because what has been implied in a number of the recommendations contained in the preceeding section is that the state library's role must become one of reporting library statistics and not merely factual information.

As long as state libraries continue to report only data for individual libraries, there is little prospect for progress. On the other hand, statistical (group) analysis and synthesis may be a means--but never an end--towards a better understanding of the complex nature of library services and activities. The value of such statistical analysis has been recognized by a number of librarians, as witnessed by the comment in the "Handbook":

> Meaning can be imparted to certain data only when they are compared from library to library, when they are summarized into indexes, averages, or ratios for groupings of similar libraries, or when selected measurements are compared with predetermined standards.[8]

Analysis, of course, can be done by anyone who has access to the very data that is currently reported by the states. Yet so little has been done that it is natural to turn to the state library for this needed service. Beasley has expressed a similar need in a speech made at a 1965 conference:

> A local library can go only so far in its planning because it lacks both the data and the professional assistance to explore and interpret certain phases of library service. At this point, the State Libraries individually and collectively must assume an active role to develop sophisticated statistical indexes and apply other statistical concepts to library service.[9]

The Presentation of Library Data

It has already been recommended that state libraries prepare indexes for various services and activities at the statewide level. This recommendation may be carried further to include the following changes in the presentation of library data. The annual report of library data published by the state library should be presented in three basic tables (with appropriate indexes). One table would present directory-type information in alphabetical order by location. This should be supplemented with cross-references or indexes giving memorial names of libraries, county location, and system membership if applicable. The second table should list libraries in some classified form. For each class, there should be a summary giving a statistical mean that would describe the group in general. This would include the average size of the collection, average circulation, average expenditures, etc. Based on an expressed preference by librarians responding to the user survey questionnaire, it is recommended that the classification used be "size of community served." The categories selected may have ranges similar to those used by the Office of Education in its reports (also used in this study) or some other ranges more meaningful to the individual states. An arrangement which lists libraries in descending order by the size of community served would also expedite the re-calculation of means for a group of libraries regardless of the population breakdown selected. The third basic table would present a general summary describing the library condition of the state as a whole and other special tabulations (including the recommended summary of salary data).

A Final Recommendation

The wide scope of activities which would result from the implementation of all the recommendations presented cannot be undertaken with the part-time program now in effect at the three state libraries. This leads to one final, and most important, recommendation: that the state library should establish a staff position of research and statistics consultant. Among the responsibilities of this individual would be the internal management of data collection and reporting at the state level. One important task confronting him would be the establishment of a system of data analysis and synthesis and the development of a data bank of unpublished information that can be used on request. This individual would also assist local librarians either through direct consultation on specific problems or through workshops. Finally, the research-statistics consultant would be responsible for the identification of problems and programs in need of investigation and evaluation and for securing the assistance of appropriate individuals and agencies to conduct such studies.

The state library can be presented with two choices. It can continue its present program of data collection and reporting which meets many of the needs of most public library administrators but which also possesses some shortcomings. The second choice is to elect to provide the needed professional leadership for the development of meaningful measurements of library service. This second choice will require a commitment not only to the collection of library data but to an expanded program of analysis and investigation.

References to Chapter IV

[1] Clarence E. Ridley and Herbert A. Simon, *Measuring Municipal Activities; A Survey of Suggested Criteria for Appraising Administration,* 2nd ed. (Chicago: International City Managers' Association, 1943), p. vii.

[2] *Libraries in Metropolis: A Study of Public Library Service in the Kansas City and St. Louis Metropolitan Areas* (Kansas City, Mo.: Community Studies, Inc., 1966), p. 18.

[3] *Library Statistics: A Handbook of Concepts, Definitions and Terminology* (Chicago: American Library Association, 1966), pp. 30-60.

[4] Anita R. Schiller, "A Survey of Salary Surveys," *ALA Bulletin*, 58 (April 1964), 279.

[5] "Indexes of American Public Library Statistics," *ALA Bulletin*, 61 (May 1967), 557.

[6] *Library Statistics*, p. 38.

[7] Helen M. Walker and Joseph Lev, *Statistical Inference* (New York: Henry Holt and Co., 1953), p. 1.

[8] *Library Statistics*, p. 1.

[9] Kenneth E. Beasley, "Getting the Facts--How and Who," *in* Herbert A. Carl, ed., *Statewide Long-Range Planning for Libraries* (Washington, D.C.: U.S. Government Printing Office, 1966), p. 21.

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APPENDIX A: QUESTIONNAIRE WITH COVER LETTERS

15 November 1966

Dear Librarian:

Each year your State Library solicits, edits, and publishes statistical information about the public libraries in your state. In order to secure an evaluation of the administration and usefulness of this program, three midwestern state library agencies (Illinois, Indiana and Missouri) have contracted with the Library Research Center to undertake a study of this activity.

As part of this evaluation we are interested in determining what statistics are used, by whom, and for what purpose. To accomplish this objective, representative public libraries are being requested to complete the enclosed checklist-questionnaire. Inasmuch as we have elected to sample public libraries, rather than to secure information from all, we would like to impress upon you the importance of your response in creating an accurate picture for your state.

The returned checklist will be treated confidentially and is for the use of members of the Center's staff only. If there are additional comments you wish to make about the statistics now collected and published in your state, you are invited to include them with your response. Please return the completed form by December 7, 1966 in the envelope provided.

Thank you for your cooperation in this matter.

Sincerely yours,

James Krikelas

James Krikelas
Research Associate

JK/lmc
encl.

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29 December 1966

Dear Librarian:

In late November you were sent a copy of the Library Research Center's checklist on the use of library statistics. If you have already returned it, please accept our thanks. The checklist is part of an evaluation of the statistics published by the state libraries of Illinois, Indiana and Missouri which is being performed under contract with the three agencies.

Rather than ask every public library to respond we have used a systematic sample to select the libraries to be contacted. Consequently your response is representative of your fellow librarians in similar-sized libraries and is important in order to create an accurate picture of how librarians in your state use, or don't use, library statistics.

Completing the checklist should take only about ten minutes. Since each response must be coded and delivered to the University computer center by the end of January we would appreciate receiving your checklist no later than January 15, 1967. Your response will be treated confidentially and is for the use of the Research Center's staff only.

Thank you for your cooperation in this matter.

Sincerely yours,

James Krikelas

James Krikelas
Research Associate

JK/lc

LIBRARY RESEARCH CENTER
428 Library

University of Illinois
Urbana, Illinois 61801

SURVEY OF THE USE OF PUBLISHED LIBRARY STATISTICS

I. IDENTIFICATION

1. Name of Library: ______________________________

2. Name and Position of Respondent: ______________________________

____

II. PUBLISHED SOURCES USED

Indicate your actual use of *each* of the following sources of library statistics:

	Never	Infrequently	Regularly
Decatur (Ill.) Public Library. *Professional Salary Survey of Public Libraries Serving Cities of 50,000 to 99,999*.	( )	( )	( )
Enoch Pratt Free Library (Baltimore). *Salary Statistics for Large Public Libraries*.	( )	( )	( )
The survey of "salaries of library school graduates" prepared by Donald E. and Ruth B. Strout appearing annually in *Library Journal*.	( )	( )	( )
"Library" statistics appearing in the *Bowker Annual* (formerly, *American Library & Book Trade Annual*).	( )	( )	( )
"Book trade" statistics appearing in the *Bowker Annual*.	( )	( )	( )
"Indexes of American Public Library Statistics" (The Indexes of American Public Library Circulation and Expenditure) appearing annually in the *ALA Bulletin*.	( )	( )	( )
U.S. Office of Education. *Statistics of Public Libraries*.	( )	( )	( )

II. (Continued)

Public library statistics issued by various state agencies for the following states:	Never	Infrequently	Regularly
Arkansas	☐	☐	☐
Illinois	☐	☐	☐
Indiana	☐	☐	☐
Iowa	☐	☐	☐
Kansas	☐	☐	☐
Kentucky	☐	☐	☐
Michigan	☐	☐	☐
Missouri	☐	☐	☐
Ohio	☐	☐	☐
Wisconsin	☐	☐	☐

Please specify any other published statistics that you use and indicate the frequency of use:

______________________________	☐	☐
______________________________	☐	☐
______________________________	☐	☐

III. PURPOSE

Regardless of the variety and frequency of use, indicate the purpose for which you refer to the various published sources. Estimate as best as you can the percentage of your total use for each appropriate category:

Comparing your library with other libraries	______%
Preparation of local budget requests	______%
Preparation of requests for state or federal aid	______%
Planning new services	______%
Justification of individual existing programs	______%
Other (please specify): ______________________	______%
______________________________	______%
______________________________	______%
TOTAL:	100 %

IV. TYPES OF STATISTICS

Based on your own needs and experience, indicate the usefulness of _each_ of the following types of information:

	Of No Use	Occasionally Useful	Extremely Useful
DIRECTORY INFORMATION			
A. Identification (including name and address of the library, phone number, librarian's name, board president's name, etc.).	( )	( )	( )
B. Government (including the type of local unit governing the library, methods of selecting board members, fiscal period of the library, etc.).	( )	( )	( )
LIBRARY EXPENDITURES			
A. Operating expenditures (including expenditures for personnel, cost of library materials, binding, supplies, etc.).	( )	( )	( )
B. Capital expenditures (including expenditures for new building construction or improvement of old building, cost of additional equipment, etc.).	( )	( )	( )
LIBRARY INCOME			
A. Total amount of income.	( )	( )	( )
B. Sources of income.	( )	( )	( )
AREA AND POPULATION SERVED			
A. Population as given in recent census; area served in square miles.	( )	( )	( )
B. Number of registered borrowers.	( )	( )	( )
COLLECTION			
A. Number of volumes in the collection and number added during the year.	( )	( )	( )
B. Size of collections by type of material (books, periodicals, microforms, etc.).	( )	( )	( )

IV. (Continued)

	Of No Use	Occasionally Useful	Extremely Useful
PHYSICAL FACILITIES			
A. Number of branches, deposit stations, bookmobiles and school collections.	( )	( )	( )
B. Information on date of construction and/or improvement of the building, volume capacity, seating capacity, and total floor space.	( )	( )	( )
LIBRARY PERSONNEL			
A. Information on the number and type of library personnel.	( )	( )	( )
B. Salary information for various personnel categories.	( )	( )	( )
ACTIVITIES AND SERVICES			
A. Number of hours open for service.	( )	( )	( )
B. Amount and type of circulation (including loan of non-book materials, interlibrary loans, etc.).	( )	( )	( )

V. PRESENTATION OF STATISTICS

Indicate how frequently your use of statistical and directory information is facilitated when library statistics are arranged in each of the following methods.

LIBRARIES LISTED:	Never	Infrequently	Regularly
Alphabetically by town or city	( )	( )	( )
Alphabetically by county or region	( )	( )	( )
Alphabetically by library system	( )	( )	( )
In descending order by size of population served	( )	( )	( )
In descending order by size of collection	( )	( )	( )
In descending order by amount of expenditure	( )	( )	( )
In descending order by amount of income	( )	( )	( )
In descending order by size of combined budget for books, periodicals and binding	( )	( )	( )

VI. GENERAL INFORMATION

Please answer all questions. Use the reverse side or additional sheets if necessary.

A. Rank, from 1 to 3, the three months of the year during which you make the most extensive use of library statistics:

____ January
____ February
____ March
____ April
____ May
____ June
____ July
____ August
____ September
____ October
____ November
____ December

B. What kinds of statistics not now published would be useful in your work? For what purpose?

C. Are there certain categories of information that could be provided as grouped data (rather than by individual library) which would be as useful as the library-by-library information now available? If yes, what type?

D. Would information on federal funds granted to individual libraries (amount and program) be of any interest to you? Why?

E. What services related to library statistics would you like to have your state library agency initiate? For example, would a regional workshop on the meaning of and methods for keeping library statistics be of interest to you?

APPENDIX B

ABBREVIATIONS USED IN TEXT TO REFER TO NATIONAL SURVEYS AND CATEGORIES OF STATISTICS

Survey or Category	Referred to as:
Decatur (Ill.) Public Library. Professional Salary Survey of Public Libraries Serving Cities of 50,000 to 99,999.	Decatur
Enoch Pratt Free Library (Baltimore). Salary Statistics for Large Public Libraries.	Pratt
The survey of "salaries of library school graduates" prepared by Donald E. and Ruth B. Strout appearing annually in Library Journal.	Strout
"Library" statistics appearing in the Bowker Annual (formerly, American Library & Book Trade Annual).	"Library"
"Book trade" statistics appearing in the Bowker Annual.	"Book"
"Indexes of American Public Library Statistics" (The Indexes of American Public Library Circulation and Expenditure) appearing annually in the ALA Bulletin.	"Indexes"
U.S. Office of Education. Statistics of Public libraries.	U.S.O.E.
Identification (including name and address of the library, phone number, librarian's name, board president's name, etc.)	Identification
Government (including the type of local unit governing the library, methods of selecting board members, fiscal period of the library, etc.).	Government
Operating expenditures (Including expenditures for personnel, cost of library materials, binding, supplies, etc.).	Operating expenditures
Capital expenditures (including expenditures for new building construction or improvement of old building, cost of additional equipment, etc.).	Capital expenditures

APPENDIX B (continued)

Survey or Category	Referred to as:
Total amount of income.	Amount of income
Sources of income.	Source of income
Population as given in recent census; area served in square miles	Population and area
Number of registered borrowers	Registered borrowers
Number of volumes in the collection and number added during the year.	Number of volumes
Size of collections by type of material (books, periodicals, microforms, etc.).	Type of materials
Number of branches, deposit stations, bookmobiles and school collections.	Number of branches
Information on date of construction and/or improvement of the building, volume capacity, seating capacity, and total floor space.	Physical capacity
Information on the number and type of library personnel.	Personnel
Salary information for various personnel categories.	Salary information
Number of hours open for service.	Hours open
Amount and type of circulation (including loan of non-book materials, interlibrary loans, etc.).	Circulation